AFFAIRS AND PLANNING AND PROGRAMME IMPLEMENTATION (SHRI RAM NAIK): (a) to (c) The work of new line from Abohar to Fazilka has been included in the supplementary budget 1997-98 to be taken up after obtaining the requisite clearances, for which action has been initiated.

Railway reservation counter for M.Ps/Ex. M.Ps at the Reception Office, Parliament House

2101. SHRI K.M. KHAN: Will the Minister of RAILWAYS be pleased to state:

(a) the total number of counters working for outward reservation and inward reservation at reservation office located near reception office, Parliament House;

(b) total number of counters working for M.Ps/Ex. M.Ps and separately for persons authorised by M.Ps in that office;

(c) whether any counter number alongwith working index of each counter has been indicated anywhere in that reservation office;

(d) whether Government propose to fix some tenure of staff working in that office; and

(e) whether Government propose to issue instructions ensuring working of all counters for persons authorised by MPs when there is no MP requesting for reservation?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS, PARLIAMENTARY AFFAIRS AND PLANNING AND PROGRAMME IMPLEMENTATION (SHRI RAM NAIK): (a) Eight computerised reservation counters have been provided in the Parliament House premises for outward and inward reservations.

(b) Two computer terminals plus two manual counters on third floor deal MPs and Ex. MPs exclusively. In addition 2 computerised terminals in office in reception area also deal with MPs and Ex. MPs. Two terminals are available in this office for reservation of persons authorised by MPs. One terminal is for providing return journey reservations to MPs, Ex. MPs and persons authorised by MPs. In addition, there is one more terminal for enquiry.

(c) Plates indicating 'For MPs' and For Ex. MPs are fixed on counter numbers 453 & 454.

(d) Yes, Sir.

(e) When there is no Hon'ble MPs in the Office, two exclusive counters deal the persons authorised by VIPs.

Delay in the disposal of Public Complaints

2102. SHRI GHUFRAN AZAM: Will the Minister of RAILWAYS be pleased to state:

(a) whether the Chairman Railway Board has expressed concern over delays in the disposal of public complaints;

(b) if so, whether a conference of Additional General Managers of Zonal Railways was held at New Delhi recently in which it was emphasized to make the grievances redressal machinery effective;

(c) if so, whether any time bound action plan is being made to solve the complaints of the public; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS, PARLIAMENTARY AFFAIRS AND PLANNING AND PROGRAMME IMPLEMENTATION (SHRI RAM NAIK): (a) Yes, Sir.

(b) Yes, Sir. Additional General Managers' Conference was held on 21-04-98 in Board's Office to review the performance of public grievances redressal machinery at Zonal Railways. Such meetings are held normally two times in a year to monitor the disposal of references from Cabinet Secretariat, Deptt. of Pension and Pensioners Welfare and complaints received from VIPs such as Ministers, MPs, MLAs, other high dignitaries and general public, Chairman Railway Board exhorted all the additional General Managers, especially Northern and South Eastern Railways to take necessary steps to dispose of all the old case without further delay.

(c) and (d) Zonal Railways have been advised to dispose of all types of complaints strictly as per the target time prescribed for disposal of these complaints. The target time prescribed for disposal of each type of complaints received from various quarters are as under:—

(i) Representation/grievance received from MPs, MLAs and VIPs — 30 days.

(ii) Grievances received directly from general public — 90 days.

(iii) Grievances received directly from general public and where a detailed enquiry becomes necessary after initial scrutiny —120 days.